You as the Supervisor

Supervision

Meeting the needs of your customers by getting the technical work of the unit done on time, with resources available, in a way that meets or exceeds standards by coaching others rather than doing it yourself.

Getting Started

- Overcome initial anxieties.
- Learn the ropes.
- Establish Authority
- Dealing with friends and peers you now supervise.

Communication

- Become a good observer and listener
- Know the difference between orders, requests, and suggestions
- Document your day
- Open to new ideas
- Provide feedback to subordinates

Employee Concerns

- Build trust with your employees

- Learn to recognize when coaching is needed

- Take action when necessary to solve problems

- Recognize and reward “effort” as well as accomplishments

Mistakes to Avoid

- Getting Angry
- Appearing to Play Favorites
- Shooting from the hip

Supervisory Success

- Plan and prioritize the work of the activity
- Lead by example
- Deal with problems immediately
- Be firm but fair to all
- Be available and visible
- Identify employee abilities
- Ask for help when you need it
- Program employees for success in the mission
- Be willing to exercise authority when needed

QUESTIONS????